

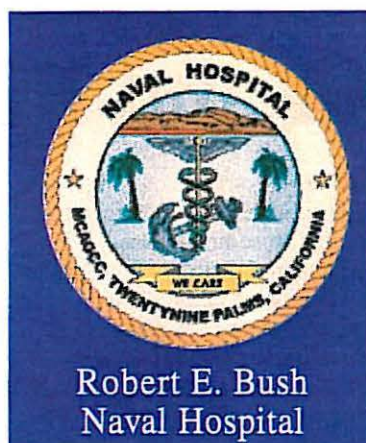
This Month...

Patriot's Day -- Terrorist Attacks on World Trade Center and Pentagon Sept. 11, 2001

Rosh Hashana -- Sept. 13th

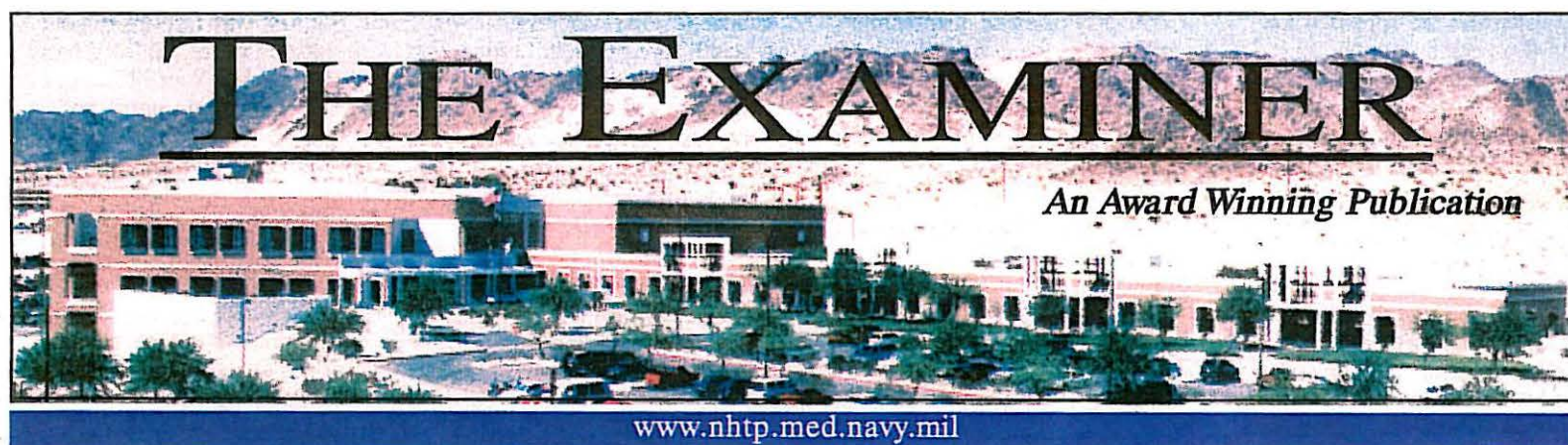
Navy Family Ombudsman/Key Volunteer Appreciation Day -- Sept. 14th

POW/MIA Recognition Day -- Sept. 15th



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Naval Hospital

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**Inside...**

Cold and flu season is right around the corner. In fact, colds and flu are the leading cause of visits to the doctor, leading cause of school absenteeism and the leading cause of missed work. *page 2*

To avoid the peak calling time at the Naval Hospital's appointment line, the best time to call for an appointment is after 9 a.m., Monday through Friday. *page 2*

On September 1988, the United States Congress passed a resolution designating September 15 to October 15 of each year as Hispanic Heritage *page 3*

Naval Hospital Honors People of the Quarter

Naval Hospital Twenty-nine Palms has selected its People of the Quarter for the period from April 1 through June 30 2007.

Lieutenant Junior Grade Thomas Nelson, Staff Industrial Hygiene Officer has been selected as the Officer of the Quarter.

His citation reads in part, "As Staff Industrial Hygiene Officer, you oversaw the completion of



Lt.j.g. Thomas Nelson

four comprehensive Industrial Hygiene evaluations, encompassing 10 critical elements of inspection for commands preparing for the Commanding General's Inspection program audits. You personally trained over 2500 Marines and Sailors in the hazards of heat stress and workplace ergonomic principles. You demonstrated leadership excellence overseeing the 21st Annual Ridge Run, garnering a profit of over \$500.00 for Hospital MWR and securing the participation of over 240 Combat Center personnel."

Petty Officer 1st Class Alfred W. Coble, Leading Petty Officer, Occupational Medicine Department, Branch Health Clinic China Lake has been picked as the Senior Sailor of the Quarter.

His citation reads in part, "As Leading Petty Officer, Occupational Medicine Department, Branch Health Clinic China Lake, you proved to be an outstanding Preventive Medicine Technician, saving over 200 man-hours by coordinating the acquisition and installation of an Automated Heat Stress System. By your initia-



HM1 Alfred Coble

tive and diligence, 28 line item discrepancies were successfully resolved within a six week period. As Master-at-Arms, you processed eight disciplinary cases, two Executive Inquiries and one Captain's Mast. You facilitated a Safety Stand Down for over 250 Squadron personnel, providing expert training on Heat Stress casualty monitoring, and your skillful coordination of a mold abatement contract ensured a healthier work environment for the staff. As an

active member of the Navy Ball Committee, you assisted in raising over \$2,800 and personally arranged entertainment."

Peter Sharpe, Preventive Medicine Department, has been named the Senior Civilian of the Quarter.

His citation reads in part, "You completed a comprehensive Industrial Hygiene review of Marine Corps Community



Peter Sharpe

Continued on page 8

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Here's To Your Health...

Some Tips on Cold and Flu Prevention

Martha Hunt, MA Health Promotions Coordinator
Robert E. Bush Naval Hospital

Cold and flu season is right around the corner. In fact, colds and flu are the leading cause of visits to the doctor, leading cause of school absenteeism and the leading cause of missed work.

What are the symptoms of colds and flu?

How can you tell which you have? Cold symptoms include sneezing, scratchy and sore throat, mild cough, and runny nose. Most people recover from colds in 2 days to 2 weeks. Flu symptoms include chills, headache, dry cough, body aches, and fever. After a few days, you can also develop nasal congestion and a sore throat.

How do you catch a cold or the flu?

Cold viruses are mostly spread by direct contact. For example, a person with a cold may touch their face or nose, spreading even just a little mucus onto their hands. This person then transfers the virus to another

person by shaking hands or other direct contact. This newly infected person then touches their nose or mouth and this allows the virus to enter their body.

Flu viruses are spread in the air. If a person with the flu sneezes, coughs or speaks, the air is filled with small droplets of mucus that contain the flu virus. Then you breathe this contaminated air, and become sick with the flu.

What are the best ways to prevent the spread of colds and flu?

Wash your hands! Use soap and warm water. Wash all of your hand surfaces, including your wrists, and wash for at least 10 seconds. Use the towel to turn off the water faucets so you don't re-contaminate yourself with cold and flu viruses.

Cover your nose and mouth when you sneeze and cough! Didn't your Mom teach you this as a kid? Well, she was right. Covering your mouth and nose

when you sneeze or cough prevents you from giving your flu or cold to someone else.

Clean and disinfect high traffic areas in your home! The kitchen, bathroom, and kids areas are high contamination areas in your home. By keeping them clean and disinfected, you kill most of the viruses causing the flu.

An easy to make disinfecting solution is one cup of bleach in one gallon of warm water. However, if using a bleach solution on children's toys, use only one tablespoon of bleach in one gallon of water. Remember! Never mix bleach and ammonia as a cleaning solution!

No cure for a cold or the flu is

available, but many over the counter medications may help relieve symptoms. Ask the pharmacy for more information when taking over the counter meds.

Suggestions for treating a cold or the flu:

- * Get plenty of bed rest
- * Drink lots of fluids
- * Take a safe pain reliever for headache and fever. Always ask a health care provider before giving any pain medication to children under the age of 20 years and never give aspirin to kids.

- * Use over the counter medications for congestion, cough or nasal discharge

- * For flu, a flu vaccination can

help prevent flu or lessen the severity if you do get it.

- * Taking large doses of Vitamin C has never been proven to help prevent colds or the flu. In fact, taking too much of any vitamin or supplement can be harmful! Ask the pharmacy about safety of any vitamin or supplement before taking it!

The best way to prevent getting a cold or the flu is by basic good hygiene! Your Mom told you to cover your mouth and wash your hands for a reason; so you would be healthier and happier.

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The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

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How to Make an Appointment

To avoid the peak calling time at the Naval Hospital's appointment line, the best time to call for an appointment is after 9 a.m., Monday through Friday. If possible, avoid calling in the early morning when the phone lines are the busiest. When the number of callers in the queue exceed the maximum number allowed, other callers trying to get through will hear a busy signal or get disconnected.

One of the hospital's largest problems with the phone system is that some callers are being disconnected once connected to a clerk. This problem is compounded by callers using a cell phone instead of a land line to make the call. When cell phone reception experiences fluctuation in signal strength, calls are more likely to be disconnected.

Patients also have the option of making an appointment in person at the central appointments desk in the hospital Monday through Friday from 7:30 a.m. to 4 p.m.

When connected to the hospital's telephone system please enter the correct information when prompted by the phone system. For example, enter the sponsor's full social security number.

Celebrating our Hispanic-American Heritage

By HM1 (FMF) Michael Santos
Robert E. Bush Naval Hospital

On September 1988, the United States Congress passed a resolution designating September 15 to October 15 of each year as Hispanic Heritage Month.

Just as we honor the rich heritage of African Americans, Native Americans, European Americans, Asian-Pacific Islander Americans and other immigrants who have helped shaped the legacy of America, we should also recognize and celebrate the exotic and diverse culture of our Hispanic American brethren.

As token of our appreciation for their dedication to the nation, we should recognize and promote cultural awareness for these special groups of people who have shared their precious values in enriching our way of life and sustaining our great country. For many generations, Hispanic Americans helped shape our Nation through their own unique contributions in every field of endeavor including arts, sciences, literature, religion, cuisine, businesses, politics, education, sports, language, economics, agriculture, sports, community services and many other aspects in life which are all instrumental in creating and building this nation.

Originating from several Spanish speaking regions, these special groups of people were already in America way before many European settlers immigrated here. Their civilization and culture was already thriving in many states as evident in the discoveries of many historical facts and artifacts. This can also explain the reason why the names of many major cities and

counties to include our very own San Bernardino are of Hispanic origin.

Scholars believed that their five centuries of ethnic legacy are responsible for the more than 10,000 English words of Hispanic root words. Most of them are of Native American origins that became English through Spanish. There were many variants used: Castilian, which is mostly spoken in Northern Spain; Lowland Spanish, spoken in Caribbean and the lying coastal areas; Highland Spanish, the standard Latin American Spanish commonly taught in the schools; and the Buenos Aires accent which uses the old Spanish grammar similar to the "thee" and "thou" of our Old English.

There are over forty million people of Hispanic descent comprising approximately fourteen percent of the total US population. Experts believed that in 2050, it is projected to soar up to twenty four percent.

More than a million veterans have proudly served the country and provided inspirational leadership since the beginning of the American Revolution to Operation Iraqi Freedom. Made up mostly of Puerto Ricans, Mexicans, Cubans, Dominicans and other Hispanic Americans with ancestry from Central and South America, they had distinguished themselves through combat skills and bravery during the war. Most notables are: Continental Army's Bernardo de Galvez led his underdog troops to multiple victories against the British; David Glasgow Farragut, son of Revolutionary War hero Jorge Farragut of Spain, won fame as a Union hero by blocking the Southern ports. He later became the Navy's first four-star Admiral;

Sgt. Roy Benavidez suffered more than three dozen wounds in one fight as he saved numerous American soldiers who were under attack from the North Vietnamese Communists. Marine Sgt. Rafael Peralta sacri-

ficed his life to save fellow comrades in Iraq.

For conspicuous gallantry and intrepidity at the risk of life above and beyond the call of duty, 42 Hispanic Americans are recipients of the Medal of

Honor. Over 65,000 are still actively sacrificing their lives by serving in our nation's war on global terror and bringing that battle away from our homeland so that peace, security and freedom reigns supreme in our land.

TriWest Offers a New Web Service to Beneficiaries

On August 15, 2007, TriWest Healthcare Alliance is launching "Quick Alert" -- a new service for West Region TRICARE beneficiaries registered on www.triwest.com.

TriWest's Quick Alert service provides beneficiaries with a fast, convenient, and secure notification when their new authorization or referral has been processed.

Quick Alert provides faster notifications for beneficiaries, allowing them to access information online 24 hours a day, seven days a week at a time that is convenient to them.

How does Quick Alert work?

* With Quick Alert, beneficiaries who have registered at www.triwest.com will receive an e-mail from TriWest Healthcare Alliance whenever a new authorization or referral is processed in their name.

* To protect beneficiary privacy, the Quick Alert email notification does not include any confidential or personal health information.

* Registered beneficiaries must login to www.triwest.com to review the authorization or referral.

* Only one Quick Alert will be generated to a registered beneficiary per authorization or referral.

* Beneficiaries may unsubscribe anytime from the Quick Alert system by simply clicking on the "unsubscribe" link in their Quick Alert notification and following the prompts.

* Beneficiaries will continue to receive a printed copy of their authorization and referral notifications through the mail.

Quick Alert is another value-added service provided by TriWest Healthcare Alliance. Beneficiaries are encouraged to take advantage of other convenient online resources available at www.triwest.com.

- Find a health care provider
- Download forms
- Pay enrollment fees
- Check claims status
- Track out-of-pocket costs
- Establish automatic payments
- Read TRICARE news
- Verify eligibility
- Update personal information

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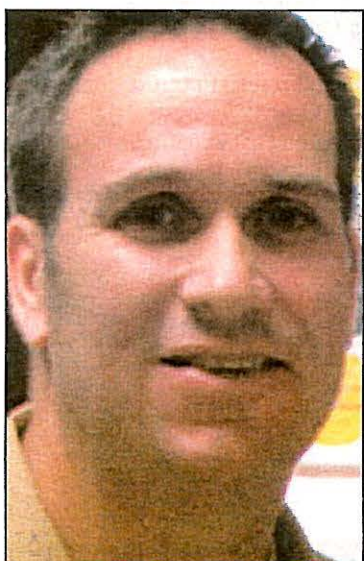
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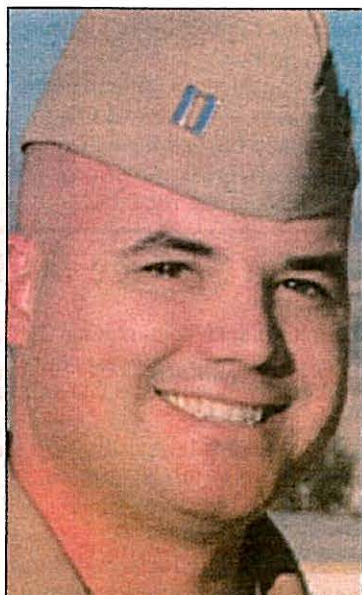
Super Stars



SKC (SW) Salvador Arandia, Materials Management, receives a Sixth Good Conduct Award.



Lt. Glenn Bradford, Emergency Medicine Department receives a Navy and Marine Corps Achievement Medal.



Lt. David Bruno, Patient Administration, receives a Navy and Marine Corps Commendation Medal.



Lt. Brian Ellis, Emergency Medicine Department, receives a Navy and Marine Corps Achievement Medal.



Lt. Christina Frix, Anesthesia, receives a Navy and Marine Corps Achievement Medal.



HM3 Mary Holman, Health Care Operations, receives her second Good Conduct Award.



CS2 Erik King, Operating Management Department, receives his fourth Good Conduct Award.

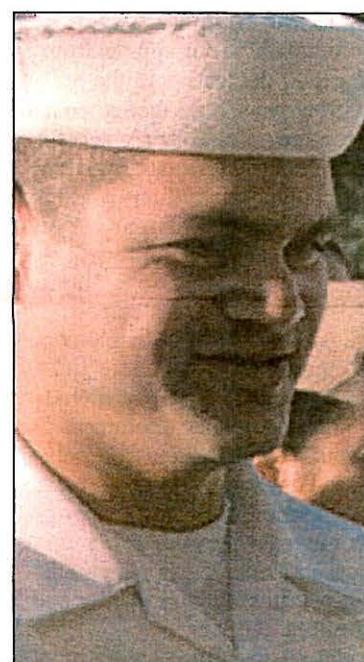


Lt. Cmdr. Mary McAllister, above, Health Care Operations, receives a Navy and Marine Corps Commendation Medal.

Alison Jensen, left, Red Cross Volunteer, receives a Letter of Appreciation.



Kaela Morocco, Red Cross Volunteer, receives a Letter of Appreciation.



HM2 (FMF) Eduardo Pamatz, Radiology Department, receives his third Good Conduct Award.

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Cmdr. Todd Peterson, General Surgery, receives a Navy and Marine Corps Commendation Medal.



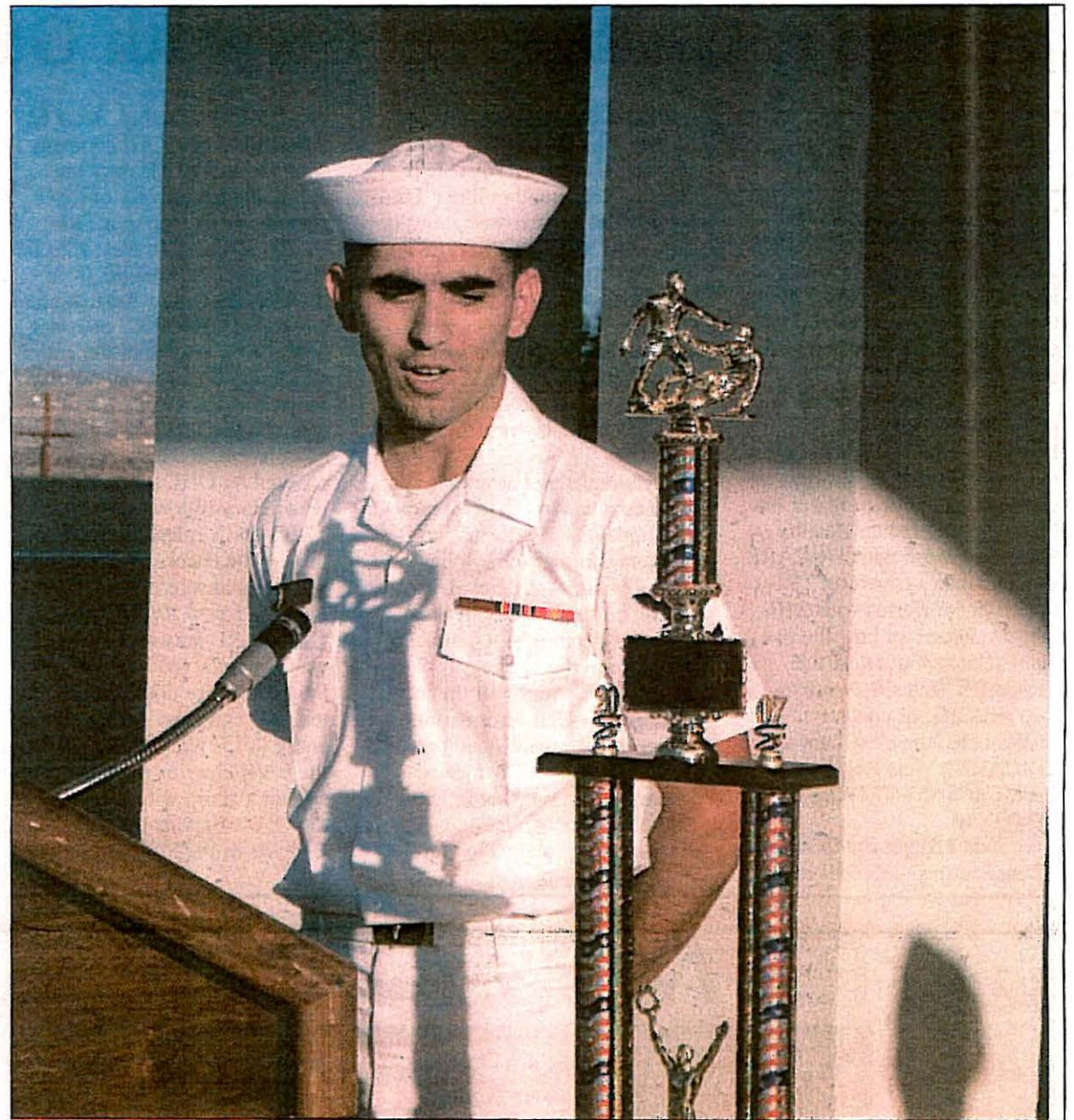
Lt. Michelle Sanabia, Emergency Medicine Department, receives the Navy and Marine Corps Commendation Medal.



Ensign Chad Phipps, Emergency Medicine Department, receives a Letter of Appreciation.



HM2 Matthew Watkins, Adult Medical Care Clinic, receives his second Good Conduct Award.



HM3 Cody Thornton, Laboratory Department, represents the hospital's soccer team in presenting the Commanding General's Cup Championship Soccer trophy to the command.

"...Be careful about reading health books. You may die of a misprint..."

--Mark Twain

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Using TRICARE Benefits with Other Health Insurance

By Brian Smith
TriWest Healthcare Alliance

For family members covered by both a TRICARE plan and other health insurance (OHI), knowing how to use the two together will help ensure that claims are processed quickly and correctly.

TRICARE, in most cases, will pay second to the OHI. However, TRICARE is the primary payer for beneficiaries entitled to a public program like Medicaid, the Indian Health Service or those with TRICARE supplementary coverage. TRICARE beneficiaries with OHI who are unsure of how the two plans relate should visit the TRICARE Web site (www.tricare.mil/OHI) or contact TriWest Healthcare Alliance, TRICARE's West Region contractor, at 1-888-TRIWEST (874-9378).

Don't forget the form
Beneficiaries with OHI must

complete the TRICARE Other Health Insurance (OHI) Form and submit it to TriWest. This form can be found online ("Find a Form" at www.triwest.com) or requested at 1-888-TRIWEST (874-9378). The OHI form can also be used to note any changes, additions or cancellations to existing OHI coverage. If the beneficiary's OHI information is not up-to-date, TRICARE may delay or deny claims.

Users registered at www.triwest.com can log in to monitor and update OHI information. Visitors can register by clicking the "Register As A New User" button on the left side of the page. Registered beneficiaries logged into the secure Beneficiary portal will find a link to their OHI information under the "Update" heading.

When TRICARE is the secondary payer, medical bills for all health care services...except for services provided by a mili-

tary treatment facility...must be submitted to the OHI company first. Once the OHI pays the claim, the beneficiary or the provider must submit a TRICARE claim to TriWest with the Explanation of Benefits from the OHI showing what that company paid. TRICARE does not guarantee payment of the entire remaining bill and will not pay more than the TRICARE allowable charge. TRICARE may cover services when they are not covered by OHI, provided the beneficiary follows all of TRICARE's rules, including getting the necessary pre-authorizations and referrals.

Know the rules

TRICARE may not cover claims denied by the OHI when the beneficiary does not follow the OHI company's rules. If the entire bill is not paid by OHI, the beneficiary or provider may submit a claim with a copy of the OHI's Explanation of Benefits to WPS, West Region

Claims, P.O. Box 77028, Madison, WI 53707-1028.

If TRICARE determines a payment was made to a beneficiary for an incorrectly submitted OHI claim, TRICARE will seek to recover the payment from the beneficiary. Following the rules for both the OHI coverage and

TRICARE coverage will help avoid difficulties when submitting claims.

For help coordinating OHI and TRICARE, visit TriWest at www.triwest.com or call 1-888-TRIWEST (874-9378) for more information.

Using TRICARE and VA Together for Your Benefit

By Jenna Holtz
TriWest Healthcare Alliance

Retired Service members may be eligible to use either TRICARE or the Department of Veteran's Affairs (VA) benefits for health care services. Veterans choosing between the two programs should compare the co-payments and other financial responsibilities to make the right decision for each individual's situation.

TRICARE and VA benefits and coverage may differ depending on the treatment sought and the facility where the services will be performed. Although many VA facilities participate in the TRICARE network, it is recommended that VA coverage is used for service-connected conditions treated at a VA Medical Facility.

For a condition that is not service-connected, TRICARE benefits may cover treatment at a VA medical facility in the TRICARE network.

"A very high percentage of VA facilities are in the TRICARE network," explains Kenneth Cox, Director of the Department of Defense/VA Program Coordination Office under the Office of the Assistant Secretary of Defense (Health Affairs), "but like any other provider, if the VA facility is not in the TRICARE network, TRICARE coverage is not automatic. Patients should find out the VA facility's status in advance."

All TRICARE program rules must be followed to ensure claims are
Continued on page 7

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Yucca Valley, CA 92286**

You may bring your submissions to The Desert Trail office at 6396 Adobe Road, Twentynine Palms, or the Hi-Desert Star office at 56445 29 Palms Highway in Yucca Valley.
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TRICARE Reserve Select (TRS) Plan Changes October 1

Brian P. Smith
TriWest Healthcare Alliance

On September 30, 2007, the three-tiered TRICARE Reserve Select (TRS) program will end. Beginning October 1, qualified National Guard and Reserve members will have access to a streamlined TRS program with simplified enrollment requirements and a new premium structure. Current members (except those with survivor benefits) must re-enroll in TRS before September 30 to ensure continuous coverage.

Members of the Selected Reserve may purchase coverage under the new TRS program if they are not eligible for, or already enrolled in, the Federal Employees Health Benefits (FEHB) program.

The New TRS Program

All TRS enrollees will need to log on to the National Guard and Reserve Web Portal (www.dmdc.osd.mil/appj/trs/index.jsp) to:

- * Verify eligibility
- * Select "Purchase Coverage" and choose individual or family coverage
- * Print the TRS Request Form (DD Form 2896-1)
- * Sign and submit the form and one month's premium pay-

ment to TriWest Healthcare Alliance (P.O. Box 42048, Phoenix, AZ 85080-2048), the TRICARE West Region contractor.

The member's monthly payment may change...the new TRS program has only one monthly premium for individual coverage (currently \$81) and one monthly premium for family coverage (currently \$253) instead of six different premiums for three different tiers. Members previously enrolled in Tier 2 or Tier 3 can save up to 57 percent on their monthly premium. The Department of Defense may adjust the premium each January 1.

After October 1, changes will also include:

- * A continuous open TRS enrollment period-qualified members may purchase coverage at any time when not on active duty orders
- * Continuing coverage...after the loss of a non-premium TRICARE program (for instance, losing coverage coming off of active duty), eligible beneficiaries must enroll in TRS within 60 days to avoid a break in coverage
- * A choice of coverage start date...for example, if the enrollment form (with payment) is mailed to TriWest and postmarked November 29, the member can choose to start coverage

on either Dec. 1 or Jan. 1.

Coverage Under TRS

Health care coverage under TRS is similar to coverage under TRICARE Standard and Extra and includes deductibles, cost-shares and a \$1,000 cap on the yearly maximum out-of-pocket expenses for covered medical services. TRS enrollees (individuals and family members) have the freedom to access care from any TRICARE-authorized, certified or network provider or hospital and may request care at a military treatment facility (MTF) on a space-available basis.

TRS enrollees have access to pharmacy and dental benefits.

Pharmacy Benefits

The TRICARE pharmacy program is administered by Express Scripts, Inc. (www.express-scripts.com/TRICARE) and has minimal co-payments. The pharmacy program is part of the TRICARE coverage and will not require a separate enrollment fee or monthly premium to use the benefits.

Dental Coverage

Qualified Reserve Component members may purchase TRICARE Dental Program (TDP) coverage, administered by United Concordia Companies, Inc. (www.tricare dental program.com).

Key Facts

- * Current TRICARE Reserve Select enrollees must re-enroll with TriWest before September 30 to ensure continuous coverage
- * Reservists eligible for coverage under the Federal Employees Health Benefit program are not eligible for coverage under the restructured TRS program
- * Enroll by printing out, signing and mailing in the TRS Request Form (DD Form 2896-1) from the National Guard and Reserve Web Portal (<http://www.dmdc.osd.mil/appj/trs/index.jsp>)
- * Contact TriWest Healthcare Alliance 1-888-TRIWEST (874-9378) or www.triwest.com

TRICARE and VA...

Continued from page 6

processed correctly. TRICARE coverage information on specific services can be found at the Department of Defense's TRICARE Web site (www.tricare.mil).

To learn if a certain VA facility is part of the TRICARE network, visit TriWest's convenient online provider directory at www.triwest.com, which is searchable by location, name, group name, facility, or specialty. You may also call 1-888-TRIWEST (874-9378) for assistance.

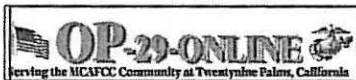
TRICARE beneficiaries seeking care at a non-VA facility, such as a Military Treatment Facility (MTF) or a civilian provider in the TRICARE network, may use TRICARE benefits regardless of a service-connected condition.

If you have additional questions about your TRICARE and VA benefits, contact TriWest at 1-888-TRIWEST or the VA at 1-877-222-VETS.

Calling all volunteers! The Naval Hospital is looking for a new Ombudsman/Key Volunteer. The Ombudsman assists in improving the quality of life for each military family member and reports directly to the Commanding Officer. The Ombudsman is required to attend multiple meetings aboard MCAGCC and assist with special events. Prior experience as is desired but not required and the applicant must be a Navy spouse. Contact Mrs. Tiffany Niles at 760-830-2344 or tiffany.niles@med.navy.mil.

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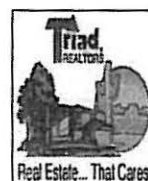


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People of the Quarter...

Continued from page 1

Services associated work-centers. Rather than accept the status-quo, you re-categorized over 60 work-place specific evaluations, providing a detailed delineation of hazard categories, thereby partitioning the survey periodicity requirements to cover multiple years of surveillance. Your technical oversight and execution of Industrial Hygiene management methods garnered a projected savings of 90 man-hours annually over the next three calendar years which will allow a more in-depth analysis of higher-hazard operations in other critical areas of the installation's industrial complex."

Petty Officer 3rd Class

Francisco
Tirado,
Leading Petty
Officer,
Immunization
Division and
Assistant
Leading Petty
Officer,
Primary Care



Clinic, Branch Health Clinic China Lake has been named as the Junior Sailor of the Quarter.

His citation reads in part, "As Leading Petty Officer, Immunization Division and Assistant Leading Petty Officer, Primary Care Clinic, Branch Health Clinic, China Lake, you effectively assumed the daily operations and managed a \$20K supply inventory, displaying exceptional skills and clinical judgment while providing quality healthcare to 1,300 beneficiaries. As Readiness Coordinator for the Explosive Ordnance Deposition Detachment, you maintained 38 health records increasing readiness status to 94 percent. A team player, you volunteered coverage for other departments as Work Center Supervisor and Emergency Medical Technician during unexpected manning shortages. By your commitment to excellence, you ensured care was provided in a timely manner, significantly enhancing quality of life for all personnel onboard Naval Air Weapons Station, China Lake."

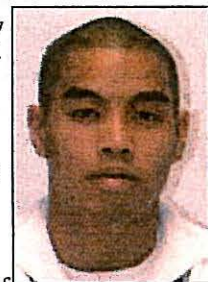
Teresa Bayer, Executive Assistant to the Officer in Charge has been named Junior Civilian of the Quarter.

Her citation reads in part, "As

Executive Assistant to the Officer in Charge and Senior Enlisted Advisor you consistently provided outstanding administrative support and assistance to the staff in the daily operations of the clinic. You expertly drafted numerous correspondences, assisted in preparing the clinic's \$1.4M annual operating target budget, flawlessly processed 90 payroll documents, and were instrumental in processing 25 awards for military and civilian personnel. Additionally, your initiative and devotion to duty led to several process improvements that you facilitated to include identifying a discrepancy in the Performance Appraisal Review process. You revamped the clinic's appointment phone line from a single line to a four line system, greatly reducing caller wait time and providing customers an option to communicate with various divisions within the clinic. As a Morale, Welfare & Recreation committee member, you assisted in several fundraisers, collecting over \$500.00 and displaying undeniable loyalty and devotion to duty."

Hospitalman Philip Fabunan, Assistant Leading Petty Officer, Medical Records Division, Branch Health Clinic China Lake, has been named as Blue Jacket of the Quarter.

His citation reads in part, "As Assistant Leading Petty Officer, Medical Records Division, Branch Health Clinic, China Lake, you proved to be a well rounded professional by effectively managing 1,300 medical records and supervising four junior corpsman. As the Command Readiness Coordinator, you meticulously maintained the Clinic's medical readiness database of 46 active duty personnel, directly contributing to an increased medical





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readiness of 97 percent. As triage corpsman, you trained several personnel on patient eligibility and correct check-in procedures, and became the "go to person" for routine suturing;

triage processing, sick call procedures, basic airway management, BLS, and IV insertions. Additionally, you assisted in performing multiple acute care procedures including abscess

drainage, small surgical biopsies, toe nail removal and eye injury irrigations, displaying exceptional military bearing and esprit de corps."